

# Introduction to Contextual Help

- [What is Contextual Help](#)
  - [Lightbox](#)
  - [Pop-up](#)
  - [Tooltip](#)
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## What is Contextual Help?

[Contextual help](#) is help that is displayed in your product or web site. It is great for guiding users on what a specific feature does or what a field means. Contextual help will give answers to questions directly in your product without requiring the user to browse your entire [help documentation](#).

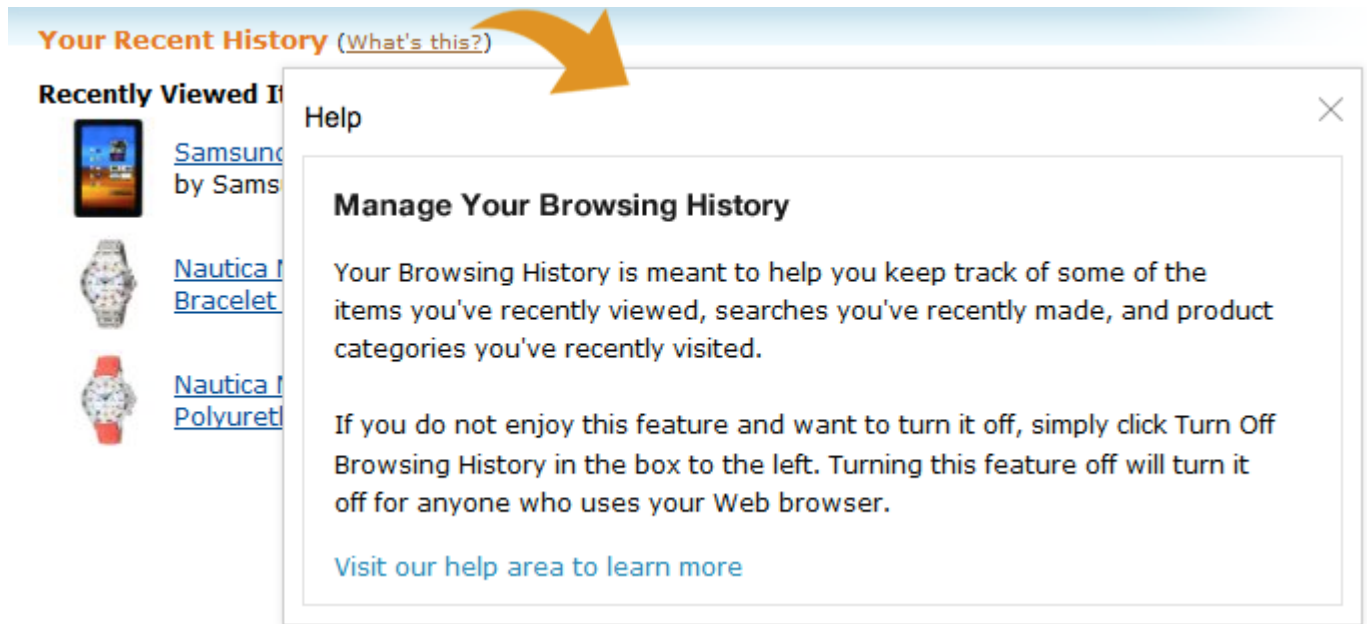
- **Explain** something that is not self-explanatory or intuitive.
- **Provide** more information about an item, such as a “learn more” or “what’s this” link.
- **Get users started** using your website or application.
- **Guide users** on certain features of functionality or provide a quick video tour.

Most contextual help is usually “hard-coded” into your app which makes changes and updates difficult. ProProfs solves this problem by allowing you to update and manage the content separately from your site. ProProfs generates a small JavaScript snippet to place on your website where you want the help to appear.

## Lightbox

Lightboxes are great for displaying help content. Lightboxes are not pop-ups; rather, they are an overlay on top of the current page. Sites like Facebook and Amazon make heavy use of lightboxes to display content. You can turn any page in ProProfs into a lightbox and embed it on your own website or web app. Follow [this guide](#) to learn how to use lightboxes.

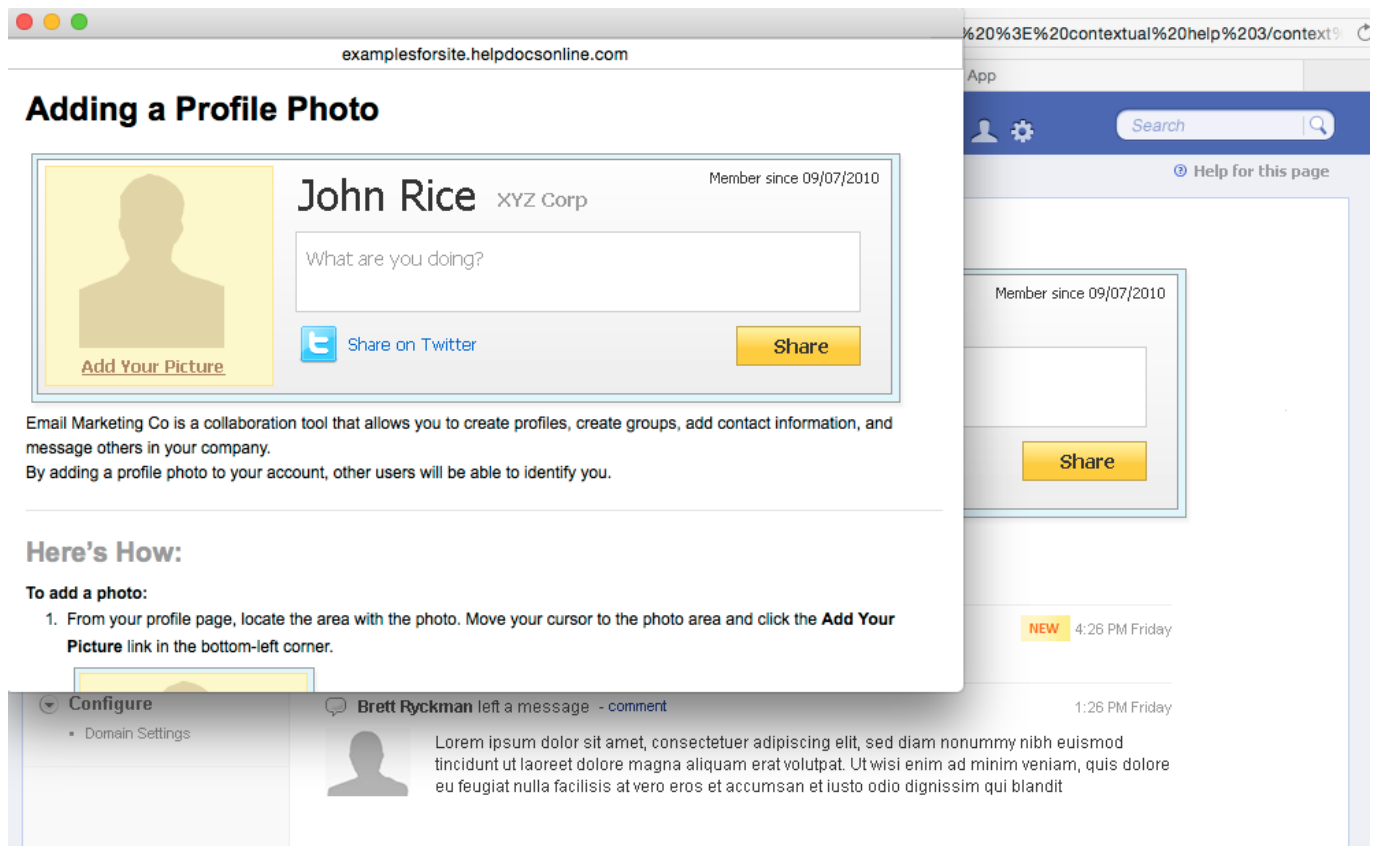
Sample lightbox



## Pop-up

A pop-up is a small window that suddenly “pops up” in the foreground of the page. You can turn any ProProfs page into a pop-up and easily add it to your own website or web app. Follow [this guide](#) to learn how to use pop-ups.

## Sample pop-up



## Tooltip

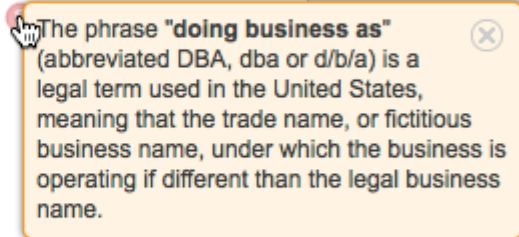
A tooltip is a small rectangular overlay that displays a brief description. When a user hovers their cursor over a link, a tooltip will appear providing hints or tips. Unclear input fields in web forms are perfect for tooltips. ProProfs makes it easy to create and manage dynamic tooltips and generates a small code snippet you add to your own website or web app. Follow [this guide](#) to learn how to use tooltips.

### Simple tooltip

Business Name on Card:\*

Doing Business As:

Business Zip Code:\*



The phrase "**doing business as**" (abbreviated DBA, dba or d/b/a) is a legal term used in the United States, meaning that the trade name, or fictitious business name, under which the business is operating is different than the legal business name.

### Example of a tooltip with an image

Legal Business Name:\*

Business Name on Card:\*

Credit Card CVV:\*


Doing Business As:

Business Street Address:\*

Official Business Phone Number:\*  
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E-mail Address:\*

The CVV Number ("Card Verification Value") on a credit card or debit card is a 3 digit code on VISA, MasterCard and Discover branded credit and debit cards, and a 4 digit code on American Express credit and debit cards.



American Express      Discover, Mastercard, Visa

4 Digit Card Verification Number      3 Digit Card Verification Number

Industry Type:\*  
Select One

Company Str...  
Select One

Select One

Years in Business:\*  
Select One

Number of Employees:\*

Federal Tax ID:\*  
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## Here's how you can design your Knowledge Base Reports

Video About: [How to Design Your Knowledge Base](#)

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